

National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



April 17, 2002

Reply to Attn of: QS40

TO: Distribution

FROM: QS40/Don Miller

SUBJECT: Minutes of the Marshall Management System Implementation Team Meeting

The Marshall Management System (MMS)/ISO 9000 Implementation Team held its regular team status meeting on Wednesday, April 17, 2002. The meeting began at 1:00 p.m. in Building 4200, Conference Room 409. The roster of attendees for the meeting is included as Enclosure 1. The agenda for the meeting is included as Enclosure 2.

Corrective Action Status (Jim Thomason/HEI):

There are currently three open RCARs, with all three in a yellow status. Two are pending DCB action, and one is pending action by the CAB. The status charts are included as Enclosure 3.

NCR Status (Warren Woods/QS40):

The status of open NCRs was presented. The status charts are included as Enclosure 4. Currently, there are seven late NCRs. All except one are pending action/response by the Science Directorate.

In response to the discussion at the last meeting about the consistent high numbers of late NCRs, Warren reviewed the NCR database history. The history shows that NCRs have been consistently late at each stage of the process, not just for the initial corrective action response. There was some discussion about the fact that there are really at least four weeks built in the process from the time the draft audit report is issued to the organization to the time the responses are due back. Each step in the process has a two-week time clock. Further consideration will be given for providing additional reminders for the actionees. It was generally agreed that the problem of lateness is not due to the timeframe being too short. The history chart is included as Enclosure 5.

Audits of Resident Offices (John Pea/MP71, Don Miller/QS40):

John Pea/MP71 reported that he will be providing an overview to the resident office personnel at KSC next week, as well as looking into areas of emphasis as provided by the audit manager.

Don Miller/QS40 stated that planning is in progress to conduct an audit of the KSC resident offices on May 1.

Planning for NQA Surveillance Audit on May 30-31 (Mary DeMurray/HEI):

Planning for the next audit by NQA was discussed. The Organization Representatives are requested to provide updated information on points of contact (POC)/audit areas for the ISO clauses selected for the audit. A list of current information, including auditees previously selected, was shown to the team. The list is included as Enclosure 6.

An email will be sent to each Organization Representative, requesting new/updated POC information by no later than 11:00 a.m., Wednesday, May 15. Any gaps will be identified during the MMS team meeting that day so that we will have time to work any issues and coordinate specific schedules with candidate personnel.

Status of NQA NCRs (Mary DeMurray/HEI):

There is no change in status of the NQA NCRs. One NCR has been closed, and two remain open. Organizations need to continue working on awareness of quality objectives and their new customer satisfaction processes.

Next MQC Meeting – May 23 (Don Miller/QS40):

The next MQC meeting has been rescheduled again for Thursday, May 23, 2:15-4:15 p.m. The location is TBD.

All charts for the MQC are now due by Friday, May 10, to Don Miller/QS40, with a copy to Mary DeMurray/HEI. The dry run will be conducted during the MMS meeting on Wednesday, May 15.

Organizations were reminded that they need to ensure initial and continued updates of the new Balanced Scorecard and Customer Satisfaction websites by the designated personnel in each organization. Status of these activities will be included as part of the MQC presentation.

Awareness of Quality Objectives (Don Miller/QS40):

A proposal was made that an action item be assigned at the next MMS meeting for all organizations to conduct self-assessments for awareness of quality objectives, continual improvement, customer satisfaction, and the Marshall Values in preparation for the upcoming NQA audit. The internal audit process and past NQA audits have shown that these are areas that need improvement in many organizations. A brief checklist would be provided to assist with this activity.

The team agreed that this activity would be helpful, especially with a checklist to assist. The proposed action will be revisited at the MMS meeting next week.

Other:

There was an inquiry about the status of the MSFC Values poster. The present status is not known. An update will be provided next week.

Debbie Wills/AD33 announced that there is a new feature on the Directives Master List search engine. A demonstration of the new feature was provided. There is now a "NASA-wide Directives Search" option. General awareness training on the site may be provided in the near future.

Pat Layky/ED12 inquired about any metrics to demonstrate product improvement relative to knowledge of the quality policy, objectives, values, etc. There are none that clearly demonstrate this relationship. Additionally, it was pointed out that implementation of metrics is relatively new.

The next MMS meeting will be on Wednesday, April 24 at 1:00 p.m. in Bldg. 4200/409.

There were no other issues for record.

Mary DeMurray, for

Don Miller
ISO 9000 Coordinator

Enclosures:

1. Roster of Attendees
2. Meeting Agenda
3. RCAR Status Charts
4. Internal Audit Status
5. History of Late NCRs
6. NQA Audit Planning POC List

Distribution:
Team Members

ISO 9000 IMPLEMENTATION TEAM MEETING

WEDNESDAY, APRIL 17, 2002 LOCATION/ TIME: BLDG. 4200/409, 1:00 P.M.

MEETING ATTENDANCE: [Please Check (X) Your Name to Record Meeting Attendance.]

<u>NAME</u>	<u>ORGANIZATION</u>		<u>PHONE</u>	<u>FAX</u>
Center Operations Directorate				
_____ Jim Carter	AD01	(ALT)	544-6630	544-5893
_____ Linda Carpenter	AD02	(MEM) AFGE	544-8236	544-5867
_____ Dan Adams	AD10	(MEM)	544-1614	544-8259
_____ Allen Elliott	AD10	(ALT)	544-0662	
_____ Lucy Boger	AD21	(MEM)	544-0320	
<u>M E H</u> _____ Mark Hyder	AD22	(MEM)	544-8821	
_____ Lana Cucarola	AD30	(MEM)	544-0096	544-8752
_____ Annette Tingle	AD30		544-4522	544-8752
_____ Amanda Rasco	AD33		544-4511	544-8752
<u>DW</u> _____ Deborah Wills	AD33	(ALT)	544-4525	544-8610
_____ Lisa Adkins	AD40	(MEM)	544-7546	544-6570
_____ Dawn Cross Stanley	AD40		544-1835	
_____ Polly Edwards	AD50	(MEM)	544-4536	544-2101
_____ Brad Garland	AD50	(ALT)	544-4537	
Customer & Employee Relations Directorate				
_____ Pat Shultz	CD20	(ALT)	544-7559	544-4809
_____ Caroline Wang	CD30	(MEM)	544-3887	544-6030
_____ Michael McLean	CD40		544-0397	
Director's Office				
_____ Axel Roth	DE01		544-0451	544-xxxx
Engineering Directorate				
_____ Terry Roberts	ED16	(MEM)	544-3717	544-0900
<u>✓</u> _____ Pat Layky	ED12	(ALT)	544-3481	544-3098
<u>X</u> _____ Jim Lindsay	ED20	(MEM)	544-1301	544-0236
_____ Craig Garrison	ED27	(ALT)	544-7197	544-8838
_____ Rich Wegrich	ED35	(MEM)	544-2626	
_____ Richard Lamb	ED37	(ALT)	544-1037	544-4307
<u>CHS</u> _____ Herb Shivers	ED43	(MEM)	544-8903	544-9614
_____ Sonya Hutchinson	ED42	(ALT)	544-3312	544-5178
_____ Margaret Alexander	ED44	(ALT)	544-6964	
Flight Projects Directorate				
<u>JS</u> _____ Jackie Steadman	FD10	(MEM)	544-1940	544-5590
_____ Jack Stokes	FD22	(MEM)	544-1764	544-5194
_____ Steve Meacham	FD30	(MEM)	544-0241	544-4393
_____ Bill Mordan	FD40	(MEM)	544-2011	
Chief Counsel				
_____ Jim Frees	LS01	(MEM)	544-0017	544-0258
_____ Abbie Johnson	LS01	(ALT)	544-0014	544-0258

Space Shuttle Projects Office

<u>✓</u> Jeff Spencer	MP21	(ALT)	544-7498	544-7713
<u>✓</u> John Pea	MP71	(MEM)	544-8437	544-5799

Equal Opportunity Office

<u>BS</u> Billie Swinford	OS01	(MEM)	544-0087	544-2411
<u> </u> Charles Scales	OS01	(ALT)	544-4927	544-2411

Procurement Office

<u>AW</u> Ray Woods	PS10	(MEM)	544-0384	544-3223
<u> </u> Jerry Williams	PS10	(ALT)	544-0295	544-4401
<u> </u> Jim Young	PS10		544-0362	544-3223

Safety and Mission Assurance

<u> </u> Amanda H. Goodson	QS01	(MEM)	544-0043	544-2053
<u>SDH</u> Terry Hamm	QS10	(MEM)	544-7402	544-3241
<u> </u> Mark Strickland	QS10	(ALT)	544-7432	544-4155
<u>✓</u> Don Miller	QS40	(MEM)	544-8361	544-4857
<u> </u> Kerry Warner	QS40	(MEM)	544-7350	544-4155
<u>AW</u> Warren Woods	QS40	(MEM)	544-2275	544-5685

Office of Financial Officer

<u> </u> Peggy Williamson	RS24	(ALT)	544-3357	544-5863
<u>SHH</u> Sharal Huegele	RS30	(MEM)	544-7286	544-9055

Science Directorate

<u> </u> Tom Fleming	SD01	(ALT)	544-3962	544-5975
<u> </u> James Grisham	SD10	(MEM)	544-9607	544-8369
<u> </u> Robin Henderson	SD10	(ALT)	544-1738	544-8369
<u>SDH</u> Lloyd Love	SD20	(MEM)	544-7702	544-2559
<u> </u> Cassandra Thompson	SD30	(MEM)	544-3993	
<u> </u> Clark Darty	SD40	(ALT)	544-2728	544-5892
<u> </u> Tom Dollman	SD40	(MEM)	544-6568	544-8500
<u> </u> Melanie Bodiford	SD44	(MEM)	544-2067	
<u>MSP</u> Mike Purvey	SD44	(MEM)	544-3592	
<u> </u> Mike McCollough	SD50	(ALT)	544-4368	544-5800
<u>ER</u> Ed Reichmann	SD50	(MEM)	544-7603	544-5800
<u> </u> Tim Miller	SD60	(MEM)	922-5882	922-5823
<u>✓</u> Diane Samuelson	SD60	(ALT)	922-5832	922-5723
<u>TH</u> Tommy L. Thompson	SD72	(MEM)	544-3489	544-2659
<u> </u> Roy Young	SD70	(ALT)	544-4965	544-2659
<u> </u> Wes Darbro	SD92	MESA	544-7742	544-2559

Space Transportation Directorate

<u>AW</u> James Wyckoff	TD03	(MEM)	544-7922	544-0300
<u> </u> Vance Houston	TD30		544-0020	
<u> </u> Ed Reske	TD64	(ALT)	544-1753	544-1215
<u> </u> Gaines Watts	TD73	(MEM)	544-1455	

2nd Generation Reusable Launch Vehicle Program Office

<u> </u> Charles Chesser	UP01	(MEM)	544-0107	544-2053
<u> </u> Bruce Morris	UP01	(ALT)	544-2237	544-5095
<u> </u> Nikhat Shahzad	UP		544-2496	

Bob McKemie
Neil Rainwater

VS10	(MEM)
VS10	(ALT)

MDM Mary DeMurray
JMP John McPherson
Randy Reed
JT Jim Thomason
Tom Wilson
Jeff Robinson

544-1342	544-4470
544-7479	544-9257
544-6056	544-4470
544-3303	
544-7267	
544-4589	544-8990

Frank Knight

SLI/QTEL

883-7994 x 3

[illegible]

MMS Implementation Team Meeting on 04/17/02 Agenda

- Issues that need attention - only reds and yellows for the following:
 - Corrective Action Status (Jim Thomason)
 - NCR's & Audit Status (Warren Woods or Kerry Warner)
- Audits of Resident Offices - Status (Warren Woods & John Pea)
- Next NQA Audit Planning, May 30th – 31th, 2002 (Mary DeMurray)
- NQA NCR Status (Mary DeMurray)
- Next MQC Meeting, Thursday 05/23/02, 2:15-4:15, Location Unknown at this time (Don Miller)
 - Remember: Quality Objectives and Customer Satisfaction inputs needed
 - Updated Dry Run Charts due May 10th, 2002 to Mary and Don (Dry Run May 15th, 2002)
- Awareness of Quality Objectives, CI, CS, Marshall Values (Don Miller)
- Other ?

Next Implementation Meeting, Wednesday, April 24th at 4200/409.

PAC OPEN RCAR ACTION TRACKING

April 16 2002

Delinquent to POC

Items in CAB or DCB out of POC control

QA #	RCAR #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Respsns	Last CAB Date	Last CAB Finding	Last Action	Next Action Required	Response Status
QSDN-131	177	10/11/01	Thomason	10/18/01	ED10	jerry.hudgins@msfc.nasa.gov	11/1/01	10/18/01			03/01/02 Closure rationale revised by Szymczak	03/15/02 Closure Waiting on DCB.	Yellow in DCB
Problem		Various discrepancies between 96m drawings, parts list, and parts serialization on PA Power Module Assembly. Rationale Under review in PAC MSFC-STD-555 will be changed to correct this problem Assigned to D. Szymczak et al for evaluation on changes to MSFC-STD-555 Resolution will have to clear DCB before closure											
DR7050, 7051, 7052	181	1/2/02	Thomason	1/9/02	SD44, MSRR	Jim.Hester@msfc.nasa.gov	1/23/02	3/19/02			03/20/02 Clsoure to CAB	04/03/02 Closure Approval	Yellow in CAB
Problem		DR7050, 7051, 7052 all are related to a manufacturing problem or build problem of the same nature from the same vendor. Vic Scheuplein is investigating the problem from QC10 aspect. A letter has been sent to vendor. The vendor has been change to one who can produce the correct hardware. Closure rationale submitted to CAB											
QSDN-133	182	1/24/02	Thomason	1/30/02	PS01	ray.woods@msfc.nasa.gov	2/13/02	3/19/02			03/19/02 Re-assigned to Ray Woods per Terry Hamm	04/01/02 Document approval by DCB	YELLOW in DCB
Problem		Different interpretations of MWI - 5113.1 (Credit Card Operating Procedures) Amanda Goodson assigned Terry Hamm to work the problem and it has been assigned to Ray Woods to modify MWI 5113.1. Changes to MWI5113.1 in work and will require DCB approval before closure can be placed in CAB.											
		Open RCARs = 3											

IQA Report: Open NCR Status

NCR	Org	Due Date	Days Remaining	Responsible Person			Age Days
				Name	Code	Phone	
OFFICIAL Status							
479	SD01	03/11/2002	-37	Dollman, Tom	SD01	544-6568	51
482	SD01	03/11/2002	-37	Dollman, Tom	SD01	544-6568	51
484	SD01	03/11/2002	-37	Dollman, Tom	SD01	544-6568	51
485	SD01	03/11/2002	-37	Dollman, Tom	SD01	544-6568	51
497	PS01	04/16/2002	-1	Woods, Ray	PS01	544-0384	15
PROPOSED Status							
496	PS01	04/29/2002	12	Wofford, Steve	MP21	544-7470	15
AGREED Status							
439	PS01	04/29/2002	12	Woods, Ray	PS01	544-0384	321
460	SD01	04/30/2002	13	Dollman, Tom	SD01	544-6568	140
462	QS01	05/17/2002	30	Hamm, Terry	QS01	544-7402	140
465	AD01	04/30/2002	13	Hyder, Mark	AD01	544-8821	56
467	AD01	04/30/2002	13	Hyder, Mark	AD01	544-8821	56
468	AD01	07/31/2002	105	Hyder, Mark	AD01	544-8821	56
470	AD01	05/01/2002	14	Hyder, Mark	AD01	544-8821	56
471	AD01	07/02/2002	76	Hyder, Mark	AD01	544-8821	56
472	AD01	05/01/2002	14	Hyder, Mark	AD01	544-8821	56
474	AD01	05/05/2002	18	Hyder, Mark	AD01	544-8821	56
476	SD01	05/01/2002	14	Dollman, Tom	SD01	544-6568	51
477	SD01	06/30/2002	74	Dollman, Tom	SD01	544-6568	51
478	SD01	06/30/2002	74	Dollman, Tom	SD01	544-6568	51
480	SD01	03/01/2002	-47	Dollman, Tom	SD01	544-6568	51
481	SD01	03/01/2002	-47	Dollman, Tom	SD01	544-6568	51
483	SD01	05/01/2002	14	Dollman, Tom	SD01	544-6568	51
486	SD01	05/08/2002	21	Dollman, Tom	SD01	544-6568	51
487	SD01	05/30/2002	43	Dollman, Tom	SD01	544-6568	51
488	VS01	04/24/2002	7	McKemie, Robert	VS01	544-2266	41

IQA Report: Open NCR Status

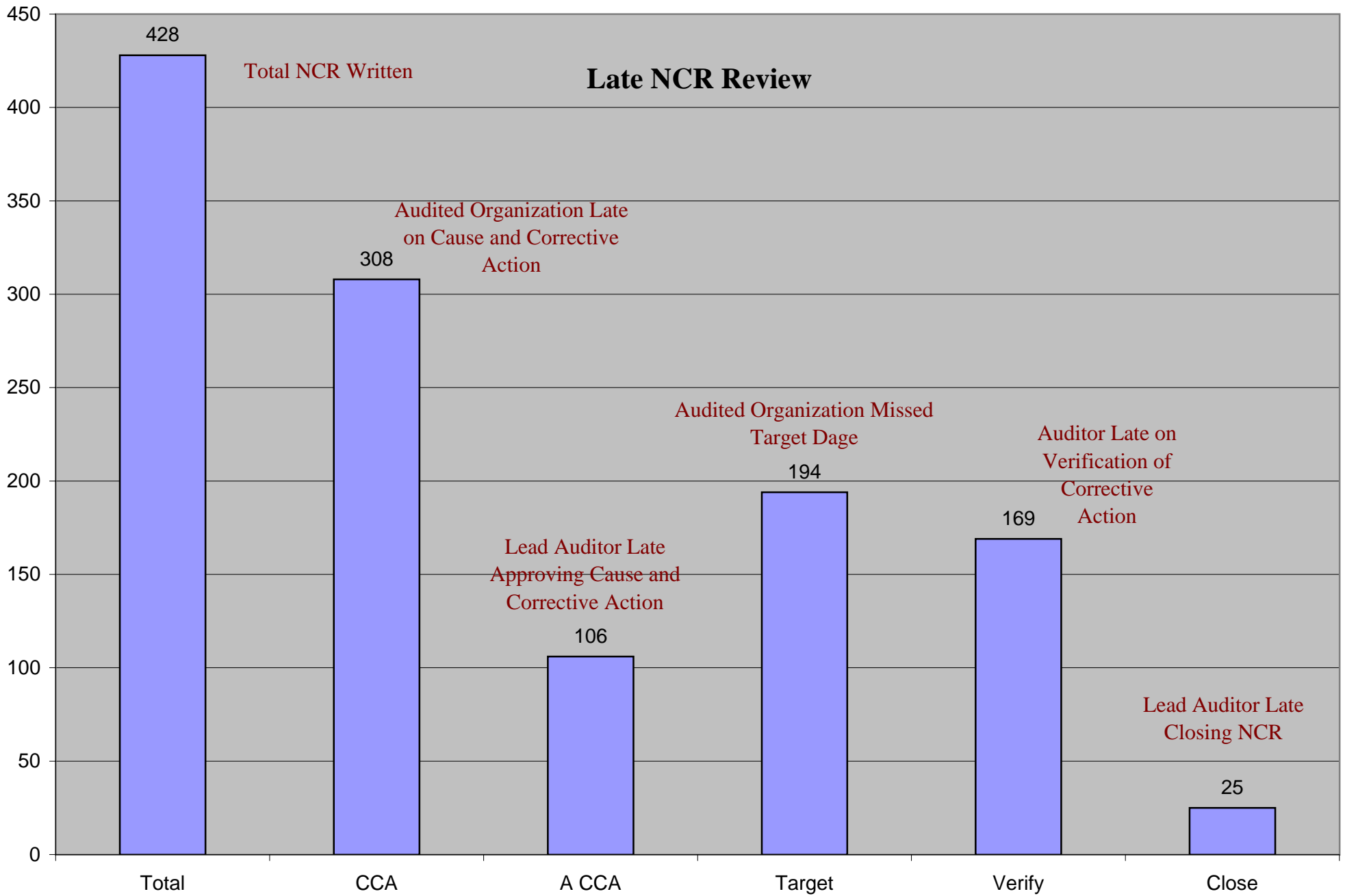
NCR	Org	Due Date	Days Remaining	Responsible Person			Age Days
				Name	Code	Phone	
489	VS01	05/01/2002	14	McKemie, Robert	VS01	544-2266	41
490	VS01	05/01/2002	14	McKemie, Robert	VS01	544-2266	41
491	QS01	07/15/2002	89	Hamm, Terry	QS01	544-7402	15
492	QS01	05/15/2002	28	Hamm, Terry	QS01	544-7402	15
493	QS01	06/16/2002	60	Hamm, Terry	QS01	544-7402	15
494	QS01	07/16/2002	90	Hamm, Terry	QS01	544-7402	15
495	QS01	05/22/2002	35	Hamm, Terry	QS01	544-7402	15

READY Status

459	SD01	04/22/2002	5	Woods, Warren	QS40	544-2275	
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VERIFIED Status

DISAGREED Status



NQA May 2002
Surveillance Audit Planning

PROJECT	LOCATION	ORG. CODE	POC	ELEMENT(S)	REMARKS
				4.2.1 Doc Rqmts., General	
	4200/940B	AD33	Amanda Rasco (4-4511)		
	4200	AD33	Deborah Wills (4-4525)		
				4.2.2 Quality Manual	
	4202/323	HEI	Mary DeMurray 4-1342		
	4200/916B	DE01	Axel Roth 4-0451		
				5.4.1 Quality Objectives	Objectives should be set at relevant levels - people should be aware
Shuttle	4202/400	MP01	Jody Singer 4-0612		Program objectives
TD Directorate	4203/6415B	TD 01	Chris Singer 4-7058		1280.1,MSFC Implemenatation Plan/Directorate/Office Strategic Plans, Business Management
	4200/101D	CD40	Michael McLean 4-0397		Strategic & Imp. Planning
	4202/305	QS10	Lisa Hediger 4-2544		
	4202/301A	QS40	Judy Guin 4-5397		
	4202/319	QS10	Mark Strickland 4-7432		Project quality planning
	4200/410B	AD40	Roy Malone (4-0506)		
				5.6 Mgmt. Review	Directorate heads need to be able to discuss the process and past meetings.
Center Operations	Rm 956A/4200	AD01	Jim Carter (4-6630)		A manager will attend the manager's group interview
Engineering Technology Dev.	4487/A249B	ED03	Steve Pearson (4-2350)		
	4200/932D	ED01	Bill Kilpatrick (4-1000)		
	4200/916B	DE01	Axel Roth (4-0451)		

Notes:

1. Audit POCs are needed for clauses that are shaded in Blue.
2. POCs that are shaded Yellow have already been audited and should not be used again (in most cases).

NQA May 2002
Surveillance Audit Planning

PROJECT	LOCATION	ORG. CODE	POC	ELEMENT(S)	REMARKS
				7.5.2 Process Validation	
				7.5.5 Handling, Preservation, Storage & Delivery	
				7.6 Calibration	
				8.1 Measurement and Monitoring Planning	
	4202/317	QS10	Mike Galuska 4-3743		
	4705/A111C	QS10	Shirley Blair 4-5607		
	4202/319	QS10	Mark Strickland 4-7432		
	4202/302C	QS40	Warren Woods (4-2275)		
				8.2.1 Customer Satisfaction	
Center Operations	Rm 956A/4200	AD01	Jim Carter (4-6630)		
	4705/A102A	ED38	David McGaha (4-1031)		*Start with B. Kilpatrick
					Customer Satisfaction Survey Coordinator (*Start with B. Kilpatrick)
ISS, Payloads	4623/117A	ED36	Eddie Davis (4-2490)		

Notes:

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NQA May 2002
Surveillance Audit Planning

PROJECT	LOCATION	ORG. CODE	POC	ELEMENT(S)	REMARKS
EMI Test Facility	4708/1266A	ED44	Tony Clark (4-2394)+D33		*Start with B. Kilpatrick
	4487/A200B	ED10	Jack Bullman (4-9009)		*Start with B. Kilpatrick
	4612/1010	ED33	Wayne Gamwell (4-2592)		*Start with B. Kilpatrick
	4200/932D	ED01	Bill Kilpatrick (4-1000)		*Start with B. Kilpatrick
Shuttle	4202/400	MP01	Jody Singer 4-0612		Verbal - Face to face reviews
	4200/101D	CD40	Michael McLean (4-0397)		Process owner
	4202/323A	QS40	Don Miller (4-8361)		
				8.2.2 Internal Audit	
	4202/302C	QS40	Warren Woods (4-2275)/ Kerry Warner (4-7350)		
				8.2.4 Monitoring & Measurement of Product	
				8.5.1 Continual Improvement	
Center Operations	Rm 956A/4200	AD01	Jim Carter (4-6630)		
	4705/A102A	ED38	David McGaha (4-1031)		*Start with B. Kilpatrick
	4200/932D	ED01	Bill Kilpatrick (4-1000)		*Start with B. Kilpatrick
	4202/305	QS30	Judy Milburn 4-4802		George M. Low Award Process
Shuttle	4202/400	MP01	Jody Singer 4-0612		
Integration Office	4203/6410	TD 03	James Wyckoff 4-7922		
	4200/101D	CD40	Michael McLean (4-0397)		
	4200/410B	AD40	Roy Malone (4-0506)		
	4200/206D	CD01	Susan Cloud (4-5377)		
	4203/6206	TD30	Hugh Brady (4-0513)		
	4201/600G	VS10	Cynthia Frost (4-0628)		

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NQA May 2002
Surveillance Audit Planning

PROJECT	LOCATION	ORG. CODE	POC	ELEMENT(S)	REMARKS
				8.5.2 Corrective action	
	4471/A119	HEI	Jim Thomason, John McPherson (4-7479)		
				8.5.3 Preventive action	
	4471/A119	HEI	Jim Thomason, John McPherson (4-7479)		
ECLSS	4610/4043C	FD	Jim Reuter (4-5763)		Risk Management Plan
				Various clauses	
	4201/619	VS01	Robert McKemie 4-2266		* Unless otherwise noted.
	4200/740	RS30	Sharal Huegele 4-7286		all issues
	4200/149E	LS01	Jim Frees 4-0017		all issues
	4200/716D	OS01	Billie Swinford 4-0087		grants, credit cards, any other
	4202/200	PS10	Jerry Williams 4-0295		all issues
	4200/101D	CD40	Steve Durham 4-8609		unless otherwise noted

Notes:

1. Audit POCs are needed for clauses that are shaded in Blue.
2. POCs that are shaded Yellow have already been audited and should not be used again (in most cases).